



## Volunteer Usher Packet 2017-18 Season

Greetings!

Thank you for your interest in volunteer ushering at the San Francisco Playhouse! We absolutely could not do what we do without your generous gifts of your time and energy.

This packet should contain all of the information you need to get started. You should've also received a link to access our Volunteer Local group page, which allows you to schedule shifts with ease! If you have any questions, please don't hesitate to email us at [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org). Welcome to the family!

Cheers,

Noelle

Noelle Harrison  
Box Office/Usher Coordinator  
San Francisco Playhouse  
450 Post St, 2<sup>nd</sup> Floor  
SF, CA 94102  
[noelle@sfplayhouse.org](mailto:noelle@sfplayhouse.org)  
415.677.9596

Sheila

Sheila Devitt  
Lead House Manager  
San Francisco Playhouse  
450 Post St, 2<sup>nd</sup> Floor  
SF, CA 94102

### VOLUNTEER RESPONSIBILITIES:

1. Come fed! Make sure you give yourself some time to have a bite before you join us at the theatre.
2. All usher shifts begin 1 hour and 15 minutes before curtain. You should be in the lobby ready to meet with your House Manager at that time, not just arriving, looking for parking, eating dinner, or changing clothes. You may leave personal belongings in the Box Office, where they will be secure throughout the evening. You will sign in and out for the evening at the sign in sheet provided. At the end of the evening or afternoon, House Management will sign you out and release you once your duties have been completed.
3. You'll receive a quick briefing regarding how full the house will be, whether we'll be using the balcony, special groups etc. You might be asked to stuff inserts into programs during this briefing.
4. Then you'll be assigned to one of a number of stations by our House Management staff, determined solely by them:
  - a. Lobby Greeter: positioned at lobby doors next to Box Office- Pass out programs and welcome patrons just inside the lobby doors, assist patrons with finding restrooms, water fountain, bar, etc. Either scan or visually check tickets to confirm they are here for the correct performance. If we are scanning tickets that night, you will be instructed how to use the device.
  - b. Anteroom: positioned in entrance to Orchestra, near the bar- Make sure patrons are in the right section (Orchestra). Then direct to appropriate aisles. Assist guests to finding their seats on Orchestra level.
  - c. Mezzanine: upstairs, House Left side near the elevators- Assist guests with finding their seats on Mezzanine and Balcony level. Open and close the auditorium doors at the correct times, according to House Management direction
  - d. Other positions as required.
5. After assisting at your assigned position until just before the curtain speech, you'll be directed to seats assigned to you by House Management. Seating is at the discretion of House Management and non-negotiable. House Management will do their best to find you the best seats left available to safely seat you in, but keep in mind you will be assigned to either the orchestra or mezzanine at the discretion of House Management. Enjoy the show!
6. If there is an intermission- we will ask you to return to your assigned posts to answer questions, etc. You can coordinate with your fellow ushers to take a restroom break.
7. Following the performance, we'll ask you to assist with cleaning up the auditorium and you'll be released for the evening by the House Manager.

### GENERAL POLICIES:

- **We have a well-trained and friendly House Management and Box Office staff who are working their hardest to ensure that ushers, patrons, and our fellow staff members are treated as family. You will always be treated with the utmost respect. As such, we require that anyone working for us in a volunteer capacity treat staff and patrons with the utmost respect as well. We will not be tolerant of rudeness, dismissiveness, argumentativeness or any other form of disrespect in any capacity whatsoever, period. We reserve the right to end our Volunteer relationship at any time when confronted with rudeness. Play nice at the Playhouse!**

- Dress Code- We ask volunteer ushers to wear ALL BLACK while working. No jeans or t-shirts, please use your best judgment and wear something nice.
- You are welcome to half price non-alcoholic beverages and snacks, however, these must be consumed in your seat during the show, or after clean-up of the theatre. We do not allow consumption during your active duties as an usher. Volunteers are also prohibited from drinking alcohol at any time during their shift, but we encourage you to join us after the show for Happy Hour once your House Manager has relieved you of your duties.
- No cell phone use, eating, drinking, or chewing gum while working.
- Ushers should be able to stand without assistance for one hour while working unless special accommodation is needed. We ask that you inform us of any special needs in advance, by emailing either [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) or [noelle@sfplayhouse.org](mailto:noelle@sfplayhouse.org).
- Please bring a small flashlight to help with seating and in case of emergency.
- Ushers must never go behind the bar for any reason, at any time.
- You MUST stay after the performance to assist with cleaning the auditorium; failure to do so may result in being asked not to return.
- San Francisco Playhouse reserves the right to ask Volunteer Ushers not to return should they not follow policies, repeatedly show up late, or for any reason deemed appropriate by management.
- Remember, you are the face of San Francisco Playhouse. Please Dress and Act accordingly.

#### **IN CASE OF EMERGENCY:**

Should there be a power outage, earthquake or other emergency that requires stopping the performance or evacuating the auditorium we ask that you assist in that process if possible, but keep in mind that your safety is the highest priority. Please be sure that you know the location of Fire Exits, etc. The House Manager will be happy to point them out to you if you're unaware.

In case a patron needs assistance, please alert House Management and await any instructions. We may ask you to wait downstairs to direct emergency personnel, if needed, but unless attending to a medical emergency **is something you are specifically professionally trained in**, we ask you to step aside and let House Management follow through on obtaining care.

If there is an emergency that requires an audience evacuation, and you feel safe and comfortable assisting House Management to direct or help patrons reach the emergency exits, please do so. Let your House Manager know that you can be of assistance. For evacuation purposes you should usher the audience to the Post Street Exit Stairs (towards House Right). The House Right staircase is our best option in an evacuation as the hotel staircase to House Left (near the Box Office/elevators should be avoided as it will likely be backed up with hotel guests. **Never use the elevator!** Only use the staircase to House Left if the staircase to House Right is blocked due to the Emergency.

**However, if you in any way feel unsafe, unprepared or in any danger or fear, please evacuate with the audience as described above. We in no way hold our volunteers accountable for emergency evacuation purposes, we only ask that you help if you feel 100% comfortable doing so, as you would in any other public scenario.**

### **SCHEDULING A SHIFT:**

Volunteer Local! Volunteer Local is super user-friendly, and will make it easy for all of us to sign up for and keep track of our volunteer duties with the Playhouse, with one easy to use document! No registration, no passwords, just sign up and you're done!

An email will be sent out a few weeks prior to a new show, with details on the performance, dates, and a link to sign up with Volunteer Local online. **EVERY SHOW HAS A UNIQUE URL, SO PLEASE ONLY USE THE CURRENT LINK PROVIDED FOR THE CURRENT SHOW.** Disregard past emails about closed performances, as again, the URL will be different for each show. I will send out several reminders about signing up throughout the run of the show.

Here's how it works:

- Go to the event page at the unique link that we have sent for the current show. Every email will contain a link, and it will look like this (for example):

**Stage Kiss will run from November 17-January 9.**  
**Two hours with a single intermission.**  
**We would love to have you join us!**

**Sign up to Volunteer for Stage Kiss today!**



[Click to sign up with the SF Playhouse online](#)

- Please email me at [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) or [noelle@sfplayhouse.org](mailto:noelle@sfplayhouse.org) if you cannot find the email for the current show or the unique link in your inbox.
- If you request the link directly from me, or want to save it for your records, please request by email, it will look like this:  
<http://sanfranciscoplayhouse.volunteerlocal.com/volunteer/?id=10872> (the numbers at the end of this URL are what change show-to-show)
- Clicking the widget/link will take you to our sign-up page, scroll down the list of available days and choose the best for you --- or even a few! Just check the box next to the dates you want (once you've clicked, it will highlight the date for you).
- When you scroll down to the bottom of the page, you will enter your email address for reminders. (There is also an option to click if you do not have an email address.)

You will then need to enter your First Name, Last Name and your Phone Number. There will be some info to read and agree to, sign, and you're all set! You'll get an immediate reminder of what you've signed up for.

Please see the images below for a guide on how to schedule with Volunteer Local!

The screenshot shows a web browser window with the URL [sanfranciscoplayhouse.volunteerlocal.com/volunteer/?start\\_over&id=6488](http://sanfranciscoplayhouse.volunteerlocal.com/volunteer/?start_over&id=6488). The page features the "volunteerlocal" logo and the heading "Volunteer with San Francisco Playhouse | IDEATION" for the date "September 23rd - November 8th, 2014". Below the heading, there is a section titled "Choose your shifts below" with a link "Already volunteering? Check your status". A "Filter by:" dropdown menu is set to "Day". The main content area displays a list of shifts for each day:

- Wednesday, September 24th**
  - Starting 6:45pm
  - Volunteer Usher [view job description](#)
  - 6:45pm to 9:45pm
  - 450 Post Street at Powell
  - 1 SPOT LEFT
- Thursday, September 25th**
  - Starting 6:45pm
  - Volunteer Usher [view job description](#)
  - 6:45pm to 9:45pm
  - 450 Post Street at Powell
  - 4 SPOTS LEFT
- Friday, September 26th**
  - Starting 6:45pm
  - Volunteer Usher [view job description](#)
  - 6:45pm to 10:00pm
  - 450 Post Street at Powell
  - 3 SPOTS LEFT
- Friday, October 3rd**
  - Starting 6:45pm
  - Volunteer Usher [view job description](#)
  - 6:45pm to 10:00pm
  - 450 Post Street at Powell
  - 3 SPOTS LEFT

At the bottom of the page, there is a footer with "Agreement | Privacy Policy" and "© 2014".

Volunteer  
Local URL



Open shifts available



San Francisco Play... Myschedule :: T... Unsubscribe Peo... VolunteerLocal -... VolunteerLocal -... Register to p... Register to partic... Volunteer for Sa... MailChimp

sanfranciscoplayhouse.volunteerlocal.com/volunteer/?start\_over&id=6488

San Francisco Playhou... Sign In San Francisco Playhou... San Francisco Playhou... 13-14 Season\_Subscrib... Rising Stars 2013-2014 VolunteerSpot Goldstar Myschedule :: The San... MailChimp

Volunteer Usher  
5:45pm to 9:30pm  
450 Post Street at Powell  
**4 SPOTS LEFT**

**Friday, November 7th**  
Starting 6:45pm

Volunteer Usher  
6:45pm to 10:00pm  
450 Post Street at Powell  
**4 SPOTS LEFT**

**Saturday, November 8th**  
Starting 1:45pm

Volunteer Usher  
1:45pm to 5:00pm  
450 Post Street at Powell  
**2 SPOTS LEFT**

**Select your shift (s)** 

**Enter your Email** 

**What's your email address?**  
We need your email so we can communicate with you.

Your email address:

Check here if you do not have an email address.

**Registration Information**  
Required fields are marked with an asterisk (\*)

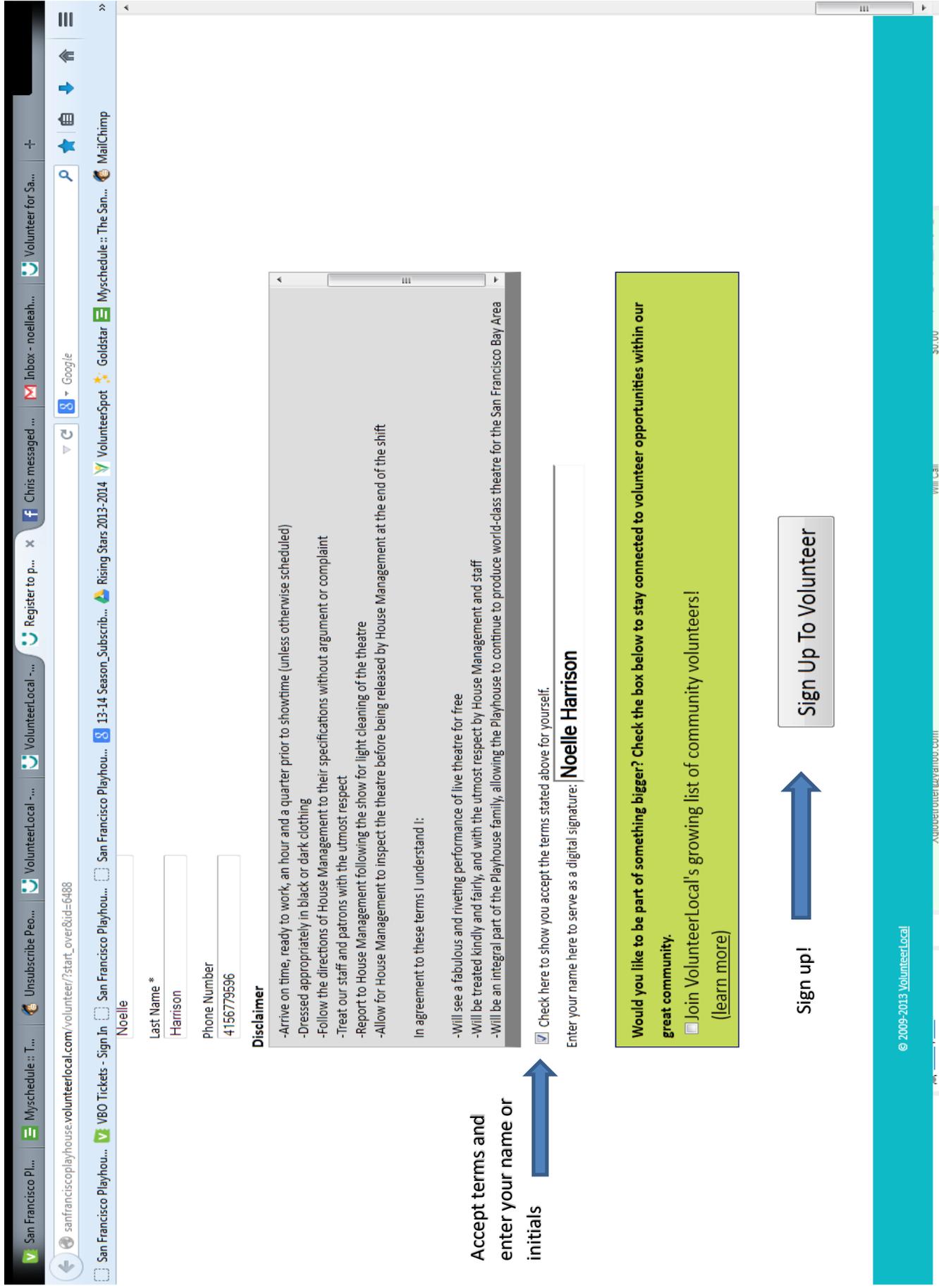
First Name \*

Last Name \*

Phone Number

**Disclaimer**  
As an usher with the San Francisco Playhouse, I accept that it is my responsibility to:  
-Arrive on time, ready to work, an hour and a quarter prior to showtime (unless otherwise scheduled)

30.00



sanfranciscoplayhouse.volunteerlocal.com/volunteer/?start\_over&id=6488

San Francisco Playhouse - Sign In

Noelle

Last Name \*  
Harrison

Phone Number  
4156779596

**Disclaimer**

- Arrive on time, ready to work, an hour and a quarter prior to showtime (unless otherwise scheduled)
- Dressed appropriately in black or dark clothing
- Follow the directions of House Management to their specifications without argument or complaint
- Treat our staff and patrons with the utmost respect
- Report to House Management following the show for light cleaning of the theatre
- Allow for House Management to inspect the theatre before being released by House Management at the end of the shift

In agreement to these terms I understand I:

- Will see a fabulous and riveting performance of live theatre for free
- Will be treated kindly and fairly, and with the utmost respect by House Management and staff
- Will be an integral part of the Playhouse family, allowing the Playhouse to continue to produce world-class theatre for the San Francisco Bay Area

Check here to show you accept the terms stated above for yourself.

Enter your name here to serve as a digital signature: **Noelle Harrison**

**Would you like to be part of something bigger? Check the box below to stay connected to volunteer opportunities within our great community.**

Join VolunteerLocal's growing list of community volunteers!  
([learn more](#))

Sign up!

→

Sign Up To Volunteer

If you need to cancel:

- Go to the show's unique URL, as if you are signing up to Volunteer.
- At the top of the page click [Already Volunteering? Check your status](#), and it will let you enter the email address you used to sign up to volunteer originally.
- To the right of all your listed shifts, there will be a link: [cancel]. Click on that to cancel a shift.

Or you can always get in touch with me at the Box Office and I'm happy to help you select or cancel shifts: [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) or [noelle@sfplayhouse.org](mailto:noelle@sfplayhouse.org)

The screenshot shows a web browser window with the URL [sanfranciscoplayhouse.volunteerlocal.com/volunteer/auto\\_confirm.php?c=32393438363131313639313830](http://sanfranciscoplayhouse.volunteerlocal.com/volunteer/auto_confirm.php?c=32393438363131313639313830). The page features the 'volunteerlocal' logo and lists two events:

- IDEATION** - Tuesday - September 23rd - Saturday - November 8th, 2014  
Noelle Harrison [update your information]  
Confirmed  
Volunteer Usher (450 Post Street at Powell)  
Friday, November 7th from 6:45PM - 10:00PM  
Volunteer with the Playhouse and see the show for free!  
Files: [Volunteer Usher Packet 2014-2015.pdf](#) (140KB)  
[cancel] (with a blue arrow pointing to it)
- Promises, Promises** - Tuesday - November 18th - Saturday - January 10th, 2015  
Noelle Harrison [update your information]  
Confirmed  
Volunteer Usher  
Friday, November 21st from 6:45AM - 11:15AM  
Volunteer with the Playhouse and see the show for free!  
Files: [Volunteer Usher Packet 2014-2015.pdf](#) (140KB)  
[cancel]

Additional registrations  
1. (no email provided) [update information]

Social sharing buttons: Tweet #HappyVolunteering, Like, Share, Print (1), 8+1, 0.

Footer: © 2009-2013 VolunteerLocal

### **SCHEDULING POLICIES:**

- **Any last minute changes need to be communicated directly to the Box Office via phone. The Box Office can be reached at 415.677.9596**
- **Changing/Canceling:** Whenever possible, always try to stick with the date you committed to originally. If you must cancel a date, please make every attempt to do so sooner rather than later so we can plan accordingly; at that time you can sign up for another date if you're at all able. Just as our subscribers are required to give us 24-hours' notice for any cancellations, we ask that you respect your commitments and do not cancel less than 24 hours before your scheduled volunteer shift. **You must call the Box Office to cancel day-of OR if you are running late at 415.677.9596**
- If you have any problems with signing up online, we will now accept phone and email sign-ups, however, it is still your responsibility to keep track of your shifts moving forward. Email is always easier for us: [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) or [noelle@sfplayhouse.org](mailto:noelle@sfplayhouse.org).
- **No-Shows:** Should you schedule a shift and not show up without contacting us, or repeatedly arrive late, we reserve the right to ask you not to return as a volunteer
- **Tardiness:** We reserve the right to send you home if you fail to arrive on time without notice.
- **Remember,** we ask our ushers to arrive on time (an hour and a quarter prior to the performance), work under the supervision of House Management, including handing out programs, pointing folks in the direction of their seats, and some light pick-up following the show. Some standing and bending is required, and we ask that all our ushers treat our patrons and staff with the utmost respect.

Thank you so much for joining us today, and feel free to ask questions either in person or via email. We're so happy to have you!



## San Francisco Playhouse Values

### Empathy

Everything we do is built around compassion. Fostering, preserving and creating an enriching community that embraces gender, racial, and cultural diversity. Our spirit is one of generosity, humility, and kindness.

### Excellence

We dedicate ourselves to the pursuit of excellence. To challenge ourselves while maintaining honesty and integrity. To create an atmosphere of pride, we will strive for constant improvement, to grow, change and adapt as we create the highest quality art.

### Innovation

We harness our creativity and our dreams as we push the envelope to innovate on, behind, and above the stage. We provide opportunities for all who work here to grow personally and professionally. We tap into our adventurous spirits and draw wisdom from fields outside the theatre to keep our company outside the box as leaders of social change.

### Collaboration

We value an atmosphere of belonging, a nurturing family where everyone has each other's back. We each assume responsibility for the whole, beyond our own narrow disciplines and use our powers of listening to build a unity of purpose for our common good.

### Yes

We find the “yes, and” in our communications instead of the “no, but.” And cultivate a positive atmosphere of happiness and hospitality based on trust. We encourage the best in our team, and to nurture the spirit of “Yes” with our patrons.





## Usher Agreement Letter

I, the undersigned, do hereby acknowledge that I have received, read, agree to and abide by the policies, guidelines, and procedures outlined in my volunteer usher guidebook. I understand that I have made a commitment to SF Playhouse, its standards illustrated within the handbook.

I agree to follow the policies and guidelines detailed in this handbook when working at SF Playhouse and willingly accept the consequences of failure to do so, which may include refusal of my services as a volunteer and dismissal from the usher program at SF Playhouse.

I further acknowledge that I understand how to contact the volunteer usher coordinator during the season.

I also willingly disclose my email address, phone number, and name to the house manager at SF Playhouse for the explicit purposes of facilitating my role as a volunteer usher. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement with SF Playhouse.

NAME \_\_\_\_\_

HOME PHONE \_\_\_\_\_

CELL PHONE \_\_\_\_\_

EMAIL (BE SURE TO NOTIFY US IF YOU CHANGE YOUR EMAIL ADDRESS)

\_\_\_\_\_

EMERGENCY CONTACT & RELATIONSHIP TO YOU \_\_\_\_\_

EMERGENCY CONTACT PHONE \_\_\_\_\_

What year did you start ushering for SF Playhouse? \_\_\_\_\_

Can we call you as a last-minute sub?  Yes  No

SIGNATURE OF VOLUNTEER USHER \_\_\_\_\_

DATE \_\_\_\_\_